

**THE NAVAJO NATION**  
**Department of Personnel Management**  
**JOB VACANCY ANNOUNCEMENT**

REQUISITION NO: DSS0398447

DATE POSTED: 01/27/14

POSITION NO: 946971

CLOSING DATE: 02/07/14

POSITION TITLE: SENIOR PROGRAMS & PROJECTS SPECIALIST

DEPARTMENT NAME / WORKSITE: Department for Self Reliance / Window Rock, AZ

WORK DAYS: <u>Monday to Friday</u>	REGULAR FULL TIME: <input checked="" type="checkbox"/>	GRADE/STEP: <u>Y67A</u>
WORK HOURS: <u>8am-5pm</u>	PART TIME: <input type="checkbox"/> NO. OF HRS./WK.: _____	\$ <u>50,544.00</u> PER ANNUM
	SEASONAL: <input type="checkbox"/> Duration: _____	\$ <u>24.30</u> PER HOUR
	TEMPORARY: <input type="checkbox"/> _____	

**DUTIES AND RESPONSIBILITIES:**

Supervises, manages, reviews, and evaluates the work of subordinates within the Navajo Nation Program for Self Reliance (NNPSR) Quality Assurance Section. Oversees two (2) Case Management Specialists to ensure effective performance of responsibilities. Establishes goals & objectives for the Quality Assurance Section and monitors same on regular basis. Develops, interprets, implements, and monitors quality assurance standards as they apply to customer case management direct services. Responsible to periodically review program quality assurance standards, assess existing policies and procedures and interview direct services staff to evaluate effectiveness of quality assurance. Responsible to conduct and evaluate random case reviews of customer case files to determine that all appropriate customer documentation is contained in the case files, applying quality assurance case review criteria to satisfy applicable federal laws and regulations. Responsible to compile and submit summarized case random review reports on discrepancy findings and develop corrective action plans that identify areas in need of improvement in case management services. Conducts conferences with Program Supervisors at the field office level to discuss discrepancy findings and identify solutions to correct and improve case management services applicable to customer cases. Regulate quality assurance performance improvement and achievement at the field office level by ensuring that clearly defined methods and consistency of standards are incorporated into everyday practice. Advises field offices in the effectiveness of defining quality assurance procedures and policy development/modifications regarding events, activities, etc., to ensure compliance with appropriate regulations and procedures.

Coordinates all activities with the external auditor regarding audit findings, this includes developing corrective action plans and complying with requirements of the external auditor. Provides guidance and technical assistance to field staff regarding the implementation of quality assurance corrective action plans and to monitor compliance to ensure accordance with applicable regulations and program procedures in regards to external auditor's program deficiency findings. Identifies relevant training needs and provide training to assist the field office staff for continuous improvement in customer case management procedures. Participates in all management and leadership meetings, staff meetings, and resource meetings to obtain and disseminate important program information. Prepares monthly, quarterly, and other status and progress reports as required. Serves in the delegated capacity during the absence of the NNPSR Department Manager III to ensure that program administrative and direct services functions are continued for the delivery of customer case management services. This includes the processing of program administrative documentation.

**QUALIFICATION REQUIREMENTS:**

**Education, Experience and Training:**

Bachelor's degree in Public or Business Administration or closely related field; and six (6) years responsible program related administrative experience; or an equivalent combination of education, training and experience which provides the capabilities to perform the described duties.

*(In order to receive full credit for education, certification, or licensure, transcripts, copies of degrees, certificates, and other appropriate documents must be submitted along with employment application.)*

**Special Knowledge, Skills and Abilities:**

Knowledge in application of quality assurance as it applies to direct services for clients; knowledge of modern principles and practices of public administration; knowledge of Navajo Nation, federal and state laws, regulations and guidelines governing aspects of tribal operations relative to program responsibilities; knowledge of program analysis and performance measures; knowledge of program operational activities, mission, and client service requirements; knowledge of data collection and data analysis; knowledge of PRWORA and 45 CFR Part 286. Skill in developing and analyzing program operating systems, procedures, and controls; skill in preparing and developing documents and reports, computer databases, and spreadsheet files; skill in managing staff and complex internal relationships, maintaining open communication and effective working relationships, providing advise and direction to subordinate staff. Strong writing and presentation skills required.

**Special Requirements:**

*(Preferred)* Applicant must possess a valid state driver's license and be able to obtain a Navajo Nation Vehicle Operator's Permit within 90 days of employment. Must complete mandatory training and pass required examination to be certified for access to the Tribal Assistance System (TAS).

*Position requires a background check and suitability assessment prior to employment.*

**VETERANS PREFERENCE APPLIES**

**THE NAVAJO NATION GIVES PREFERENCE TO ELIGIBLE AND QUALIFIED APPLICANTS IN ACCORDANCE WITH THE NAVAJO PREFERENCE IN EMPLOYMENT ACT.**